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PO#: _____

**Department of Family and Support Services-Workforce Services Division
Community Development Block Grant (CDBG) Industry-Specific Training Program
2021 CARES Act Funding Scope of Services**

FUNDING OVERVIEW

Coronavirus Aid, Relief and Economic Security Act (CARES) Funding

The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners,
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

SECTION A – GOALS AND OBJECTIVES

Program Goals

This Scope of Services focuses on the Industry-Specific Training program model. The goal of the Industry-Specific Training Program is to provide high-need individuals with the opportunity to enter in demand industries that offer employment opportunities with career pathways to progressively gain more skills and a livable wage.

The delegate agency’s program should provide intensive training that will prepare individuals for the targeted in demand industries of; Construction, Healthcare, Hospitality and Tourism, Information Technology, Manufacturing Transportation and Logistics. The training curriculum should be customized and include active participation and extensive collaboration from industry employers to effectively address the needs of Chicago businesses.

Participants who complete training will be directly linked to placement into full-time permanent employment (minimum 25 hours per week) with an expected retention of at least 90 days of employment at or above the Standard City Minimum Wage. *(Per Illinois Department of Labor-The City of Chicago minimum wage will also increase on July 1, 2020 to \$13.50 per hour for small employers (4 to 20 employees) and \$14 per hour for large employers (21 or more employees)).*

Target Population

DFSS provides workforce services to individuals facing hurdles to employment, are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be; 18 years of age or older, City of Chicago resident, Low to Moderate income, Authorized to work in the United States and from one of the following priority populations-

- Individuals who are homeless or at risk of homelessness
- Individuals with limited English proficiency (ELL/ESL)
- individuals with criminal background and or involvement

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Providers may also provide services to additional populations with significant barriers to employment, such as Veterans and Individuals with disabilities who meet the above eligibility requirements.

SECTION B – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining employment and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, life skills, job placement assistance, financial coaching, and case management services through a wide network of community-based delegate agencies.

Performance Indicators

To track progress toward achieving our goals outlined in Section A and assess success of the Industry-Specific Training program, DFSS will monitor a set of performance indicators that will include, but are not limited to:

- Percentage and number of participants completing Industry-Specific Skills Training.
- Percentage and number of participants earning a nationally and or state recognized credential and or certificate
- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 90, and 180 days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that will include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Number of participants hired by Chicago businesses within the same industry they received training in.

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Data Reporting

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies are expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 24 hours of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but will not be limited to, aggregate and individual-level information on:

- Participants enrolled in services, referred for services and discharged and or exited from workforce programs.
- Activities undertaken by the delegate agency to service participants referred for services, and the timeliness of those activities. This shall be provided in case and or progress notes.
- Type and findings of assessments completed by the delegate agency while delivering services.
- Participants employment outcomes at the 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

Data Usage

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a.) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.

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- b.) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c.) Any other purposes identified by DFSS.

Meetings

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum; DFSS Workforce Supervisor and Coordinator(s), Deputy Commissioner, Director, and/or designee. Delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

Training

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

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SECTION C – CORE ELEMENTS

Program Requirements

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment community outreach recruitment strategy customized to effectively reach the priority population, and includes a referral process
- Program Orientation, eligibility requirements, provide an overview of the program and expectations, and completion of an intake assessment to determine eligibility.
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed for all enrolled participants, i.e. O'NET Career Interest Profile, academic Assessment such as Test of Adult Basic Education (T.A.B.E.) for training programs that require an assessment of basic skill levels, and aptitude testing. Development of an Individualized Employment Plan (IEP) for all participants enrolled in a workforce training program
- Case Management Services providing advocacy, career coaching, mentoring, assessment of supportive services, linkages to community resources, follow up services, and more.
- Contacts Participant should be contacted every 15-30 days. Program staff should secure a main contact number for each participant and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address entered in all data systems
- Job Readiness Training to include activities such as; completing a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Participants should have access to the Internet for employment services including; job search techniques, job clubs and job fairs. Each successful participant is required to have a completed resume on file.
- Basic Skills Training such as life skills workshops including financial literacy, English-as-a-Second Language (ESL) classes and literacy instruction, referrals to adult learning programs.
- Industry-Specific Training through a customized curriculum designed with engaged employers that allows for a certification and or credential to be received by the participant upon completion. This may also include a paid work experience or internships with an employer.
- Supportive Services- in the form of transportation, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE).
- Placement Services such as implementation of a plan to address specific industry/occupation workforce needs, placing participants in jobs with employers, and identification of other resources that would benefit businesses such as assistance in applying for tax credits. It is strongly encouraged that delegate agencies identify employers that agree in advance to hire individuals upon successful completion of the training.

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- Follow-up and Retention Services providing ongoing case management and follow-up activities may include supportive services as long as expenditures do not go over allowed costs outlined in performance program plan to ensure retention and career advancement for enrolled participants.

PROGRAM MONITORING:

The City, DFSS and or Funder may monitor all compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and the contract
- Integrity of administrative systems and eligibility determination
- Quality of service evaluation through observation and informal interviews

These monitoring activities may take the form of administrative and programmatic record reviews, virtually, interviews of staff and/or participants, and general observations of the facilities, operations, and training activities. Participants not adequately documented as eligible will not count towards your outcome measures and may result in disallowed costs. Participant files must contain the following:

- Photo ID (may not be expired at time of enrollment)
- Documentation of authorization to work in the U.S. (Social Security and or a form from I-9 list)
- Proof of residency in City of Chicago
- Income Verification and Income calculation completed for eligibility determination
- Selective Service (Required for males 18 years of age and over)
- A copy of the participant's enrollment form
- Release of Information (signed and dated by program participant and agency staff)
- Follow up Agreement (signed and dated by program participant and agency staff)
- Assessments completed with individual to determine needs and or career path choices
- Individual Employment Plan (IEP) signed and dated by program staff and participant
- Documentation of support services provided to eligible participant
- Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
- Resume and job search records
- Completed case and or progress notes, and other documents requested by the City, DFSS, stakeholders, grant fund and or program model

SECTION D – PAYMENT STRUCTURE

Method of Payment

Under the CDBG contract, agencies/contractors shall request reimbursement for services performed by submitting **monthly vouchers** using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

www.cityofchicago.org/eProcurement

Vouchers must be submitted to the contracted agencies liaison 5 business days prior to the 15th calendar day of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Contracted delegates may only submit vouchers a month at a time. Vouchers submitted after the monthly deadline will result in a delayed payment.

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Budget Requirements:

- Cost (Personnel) to provide supportive services \$200 per participant enrolled in the workforce program
- Cost for supportive services is \$350 per eligible participant

*These cost in addition to other personnel, operational, materials and supplies must be added to the budget forms.

SECTION E – PROGRAM AND DELEGATE INFORMATION

Please complete the all the following program and agency information, through the end of this scope of work. Be sure to sign and date prior to submitting to assigned liaison. Be sure to indicate all delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.

Program Overview

Program Model: **Transitional Jobs Program**

Program Name: _____

Grant Amount: \$ _____

Contract Term: **January 1, 2021 through September 30, 2022**

Budget Term: **January 1, 2021 through September 30, 2021**

Delegate Agency Contact Information

Agency Address: _____

City

State

Zip Code:

CEO/ED, Name: _____

Executive Director Phone: (____) _____ Email: _____

Fiscal Contact Name: _____

Fiscal Contact Phone: (____) _____ Email: _____

Program Staff Name: _____

Program Staff Title: _____

Program Staff Phone: (____) _____ Email: _____

Administration Office Hours: _____ AM to _____ PM Days of the week: _____

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Facility/Site Information

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site

In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s): _____, _____, _____, _____, _____, _____

Community Area(s): _____

Census Tract(s): _____

Indicate Program Service Area:

- This program will provide services citywide to all eligible individuals or,
- This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): _____, _____, _____, _____, _____, _____

Community Area(s): _____

Census Tract(s): _____

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: _____ South: _____

East: _____ West: _____

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Program Description

Address ALL questions presented below and write a brief narrative statement of your agencies workforce development program. Ensure that your program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity. Space is not limited for your response. Add a blank page if necessary.

1. What industry/sector is/does the ISTP program providing training to job seekers in?

2. Will program participants receive an industry specific certification and or credential?
a. If so, is it a nationally, state and or locally recognized certification and or credential?

3. What is the name of the credential to be received?

4. How many hours/weeks is a participant enrolled in the program expected to complete to receive the certification and or credential?

5. What is the average cost per participant for this program? What is included in the cost for the Industry Specific Training Program?

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Plan for meeting performance

Instructions: Agency must complete this block schedule to inform DFSS when program orientations, enrollment appointments, walk ins, program services, case management will be offered to job seekers. Agency should allow and show time for data entry, staff meetings that may occur daily, weekly, monthly. If delegate is providing any services virtually, provide the link to those service offerings below the block schedule chart.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
1:30					
2:00					
2:30					
3:00					
3:30					
4:00					
4:30					
5:00PM					

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Planned Performance Metrics-

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: # of workshops to be held	(3) Planned Output by Quarter and end of year total: Provide the projected quantifiable units for each program deliverable for each quarter. Note 75% of enrollments should be completed by end of 2 nd quarter (June 30 th)					(4) Performance Measures
		1st	2nd	3rd	4th	Total	
Outreach and Recruitment							# of clients recruited for program
Enrollment							# of clients enrolled in program
Placement							# of clients placed in jobs
Retention 30-Days							# of clients that reached 30 days of employment
Retention 90-Days							# of clients that reached 90 days of employment
Retention 180-Days							# of clients that reached 180 days of employment
Target Population							Total # per priority population <i>75% of enrollments to be from priority pop.</i>
Supportive Services							# of clients to receive supportive services at \$350 per person
Unsubsidized Wages							# of clients receiving unsubsidized wages

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SECTION F – SUBMITTAL AND APPROVAL**

ACKNOWLEDGEMENT

- By checking this box your agency certifies that it has read and understands the expectations outlined in this Scope of Work for all Sections and headings outlined in the document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

Source Documents

Provided below are hyperlinks to read and understand funding source rules and regulations:

U.S. Department of Housing and Urban Development (HUD)-<https://www.hudexchange.info/>

Note-DFSS Workforce Services contracted agencies are responsible for visiting the HUD website <https://www.huduser.gov/portal/datasets/il.html> to verify HUD income guidelines

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207- ineligible activities)
<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>